

PRECIOUS ELENDU

BUSINESS DEVELOPMENT & CUSTOMER
EXPERIENCE PROFESSIONAL

CONTACT

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EDUCATION

B.Sc. Computer Science & Mathematics

Federal University of Ebonyi, Nigeria

2017 – 2021

SKILLS

- Salesforce & HubSpot CRM
- SQL, Tableau & Excel
- Google Analytics
- Microsoft Office Suite
- Google Suite & Zoom
- Project Management
- Penetration Testing (CEH)
- Predictive Analytics
- Competitive Market Analysis
- Bookkeeping & Financial Reporting
- Accounts Reconciliation

CERTIFICATES

Certified Ethical Hacker (CEH)

HIIT PLC | Jul – Dec 2020

Soft Skills Training

Jobberman | May 2024

LANGUAGES

English – Native

Yoruba – Native

REFERENCES

Available upon request

CAREER OBJECTIVE

Versatile professional with 7+ years of experience spanning business development, sales analysis, customer relations, operations management, and executive support. Proven track record of driving revenue growth, building strategic partnerships, delivering data-backed strategies, and leading teams to deliver seamless customer and stakeholder experiences across B2B, SaaS, hospitality, and corporate environments. Skilled at translating complex data into actionable insights, streamlining operations, and adapting quickly to new industries and challenges.

WORK EXPERIENCE

Cashier and Account Officer January 2015 – September 2017

Zen Garden, Ikeja, Lagos

- Managed daily cash handling, till reconciliation, and point-of-sale transactions with a high level of accuracy.
- Maintained accurate financial records, including processing invoices, receipts, and expense reports.
- Performed bank and account reconciliations to ensure accuracy of financial transactions.
- Assisted in budgeting, tracking expenditures, and preparing basic financial statements and reports for management.
- Supported month-end closing processes and ensured compliance with internal financial policies.

Customer Service Support January 2018 – March 2019

SBLEND (Software Development Agency, Lagos)

- Served as the primary point of contact for client inquiries, resolving issues and providing accurate product and service information to ensure a positive client experience.
- Provided responsive pre- and post-sale support, maintaining client records and following up to ensure smooth onboarding and high client satisfaction.
- Wrote proposals and responded to client requests that secured first meetings and closed software development deals with foreign companies.
- Sourced outbound prospects on LinkedIn, engaged and supported 5 clients through to close, accounting for 40% of company revenue.
- Managed company LinkedIn and Twitter pages, responding to customer questions and optimizing content for client engagement; authored articles on business process automation.
- Won Employee of the Month for 3 consecutive months (July–September) for outstanding client support and service delivery.

Customer Service Support and Logistics March 2019 – January 2020

HICOLUMN (E-commerce Startup, Lagos)

- Handled inbound inquiries and complaints from stores and agents, providing accurate information and timely resolutions to maintain high customer satisfaction.
- Provided customer service support to stores and agents onboarding onto the company's mobile app, resolving inquiries and boosting GMV and customer sign-ups by 50% month-on-month.
- Used CRM archived data to re-engage old stores and agents, generating monthly sales of ₦2M in new business over six months.
- Coordinated logistics operations for the company's expansion into logistics services, ensuring timely delivery and a consistently high standard of customer support.
- Provided ongoing customer service support to the top 3 local retail partners in Ojota, Lagos, resolving issues promptly and strengthening client relationships.
- Delivered customer service and logistics support to the biggest grocery stores in Abia State, securing the highest logistics market share in the state and increasing logistics revenue by 50% in one month; named Staff of the Month.

Hotel Supervisor January 2020 – December 2022

Greywood Hotel and Apartment, Ikeja

- Supervised and coordinated daily operations of front desk, housekeeping, food & beverage, and maintenance departments to ensure seamless guest experiences.
- Managed and motivated a team of 15+ hotel staff, conducting performance appraisals, scheduling

shifts, and providing on-the-job training to maintain service excellence.

- Handled guest check-in and check-out procedures, resolved complaints promptly, and ensured all guests received personalised, high-quality service.
- Monitored room occupancy rates, coordinated with reservations teams to maximise revenue, and ensured accurate billing and payment processing.
- Enforced hotel policies, health and safety regulations, and brand standards across all departments.
- Liaised with vendors and suppliers to manage inventory levels and procurement of hotel supplies within budget.
- Prepared daily operational reports, incident logs, and shift handover summaries for senior management.
- Organised and oversaw events, conferences, and group bookings, coordinating logistics and ensuring client satisfaction from planning to execution.

Personal Assistant to the Director *January 2023 – August 2024*

Executive PROS

- Provided direct administrative and operational support to the Director, managing calendars, correspondence, and daily schedules.
- Coordinated meetings, prepared briefing materials, and took minutes for strategic and executive-level discussions.
- Handled confidential documents and communications with a high level of discretion and professionalism.
- Organised travel arrangements, itineraries, and logistics for the Director's local and international engagements.
- Acted as a liaison between the Director and internal departments, external partners, and clients to ensure timely follow-through on action items.

Project Manager *November 2025 – May 2026*

Starks Associate

- Planned, scheduled, and tracked project milestones, ensuring deliverables were completed on time and within budget.
- Coordinated cross-functional teams, allocating resources and resolving bottlenecks to keep projects on track.
- Monitored project performance using data-driven reporting tools, identifying risks early and implementing mitigation plans.
- Facilitated stakeholder communication, providing regular status updates and aligning project goals with business objectives.